



## **Reservation Guidelines - Modifications and Cancellations**

### **Balcone dei Sibillini – Suite & Rental Rooms:**

As we are a small business, once availability is confirmed the full amount is payable, unless otherwise agreed with the owner.

Please advise us of any special requirements at the time of booking and we will do all we can to accommodate your needs. However, we cannot guarantee all requests.

Requests for alterations received less than 60 days before arrival will be treated as a cancellation. If you are prevented from proceeding with your booking by a death, serious illness, jury service or redundancy, you may transfer your booking to someone else.

### **Special Requests**

Please inform us of any special requirements at the time of booking, and we will do our best to meet your needs. However, we cannot guarantee that all requests will be fulfilled.

Requests for changes made less than 60 days prior to arrival will be considered a cancellation.

If you are unable to proceed with your booking due to a death, serious illness, jury duty, or redundancy, you may transfer your booking to another person.

### **Cancellation Policy**

Cancellation by you: Should you choose to cancel your reservation less than 60 days before your scheduled arrival, please be aware that your deposit will be non-refundable. If you would like to change your booking, we will do our utmost to accommodate your request. In the rare event that we need to cancel your stay at Balcone dei Sibillini, we will make every effort to notify you promptly. You will then have the option to choose a comparable alternative property or receive a full refund of all payments made.

Unless the cancellation has been caused by force majeure. We guarantee that we will not cancel your holiday less than eight weeks before arrival except in circumstances of force majeure. `Force majeure` means war, threat of war, civil strife, strike, industrial dispute, natural or nuclear disaster, bad weather, fire, level of water, terrorist activity, closure of ports or airports or similar circumstances beyond our control.

## **Descriptions**

We take all reasonable steps to ensure that website descriptions are accurate. Please note that some services and facilities at the resorts featured in this website only operate in certain seasons.

You must ensure that you comply with all the applicable passport (and, if applicable, visa) requirements and that you take all necessary documents with you on holiday, including your tickets, driving license etc.

You should also ensure that you do not behave in a way which may cause loss, distress or offence to any other person or damage to any property. If you fail to discharge these responsibilities, we will not be liable to you in any way, and you will be responsible for any additional costs or expenses whatsoever that you or we may incur.

## **Your Responsibility**

We highly advise that you secure complete and thorough holiday travel insurance to protect against any medical issues, loss, injury, or damage to yourself and your belongings while traveling. This coverage should also encompass travel delays and holiday cancellations. Please note that the owners accept no responsibility for any such occurrences.

## **Complaints**

If you have a complaint, please inform us immediately so we can address the issue as promptly as possible. In the rare event that a problem cannot be resolved during your stay, kindly provide us with a written account of the details within seven days after your holiday concludes. If you do not follow these straightforward steps, our ability to address and investigate the issue may be compromised. Consequently, you may forfeit any right to compensation, or at the very least, the amount you could be entitled to may be significantly diminished.

## **Personal Injury**

If any member of your group experiences death, illness, or injury, we will, at our discretion, provide advice, guidance, and assistance to support you. However, we cannot be held responsible for any accidents that may occur during your stay.

